

PRIVACY AND DATA PROTECTION POLICY HOTEL CONVENT DE LA MISSIÓ Here is detailed information about the processing of your personal data by HOTEL CONVENT DE LA MISSIÓ S.L.

DATA CONTROLLER NAME CONVENT DE LA MISSIÓ COMPANY NAME CONVENT DE LA MISSIÓ S.L. TAX ID (NIF) B07993470 ADDRESS CARRER MISSIÓ 7A 07003 - PALMA BALEARIC ISLANDS, SPAIN PHONE +34 971 227347 EMAIL: [HOTEL@CONVENTDELAMISSIO.COM](mailto:HOTEL@CONVENTDELAMISSIO.COM)

INFORMATION AND CONSENT FOR THE PROCESSING OF YOUR DATA BY HOTEL CONVENT DE LA MISSIÓ By accepting this Privacy and Data Protection Policy, the user is informed and gives free, specific, and unequivocal consent for the personal data provided during the online booking process, as well as any other data provided through any of the contact forms on this website [www.conventdelamissio.com](http://www.conventdelamissio.com), to be incorporated into the Databases of the hotel and Torre de Canyamel Group (Porxada de Sa Torre SL), which are the owners or managers of the Hotels within the Group, for the proper provision of services contracted or requested by the user through this website. This includes managing individual and group reservations, ensuring availability in the reservations made, and improving the conditions of the user's stay (price, dates, included services, etc.) in any of the hotels within the group.

You can access detailed information about Torre de Canyamel Group at the following link: [www.torredecanyamel.com](http://www.torredecanyamel.com).

PURPOSES OF PROCESSING CONVENT DE LA MISSIÓ and TORRE DE CANYAMEL GROUP will process your personal data provided through this website, as well as any data you provide in the future through any other means, for the following purposes: Reservation Management: This includes processing the necessary data for individual or group reservations made through the website or the reservation center, as well as sending confirmation or documentation related to the reservation, which is available on the website. Improving your stay and experience at CONVENT DE LA MISSIÓ: This includes the personal data necessary to enhance your stay, such as preferences regarding our rooms, services, or any other special requests you may have. Managing any type of inquiry, suggestion, or general request. Managing any request for information about rooms and suites. Managing any request or inquiry about meeting or event spaces. Managing any request or inquiry about our wellness services. You expressly authorize CONVENT DE LA MISSIÓ to process your data for the indicated purposes. Sending commercial communications and promotional offers from CONVENT DE LA MISSIÓ and TORRE DE CANYAMEL GROUP about our services. This includes information about new promotions and discounts on room reservations, accommodation services, dining, spa services and treatments, information to enhance your future stay, as well as any other information related to hotel and tourism services offered by any of the Hotels that are part of Torre de Canyamel Group.

DATA RETENTION CRITERIA Reservation data: CONVENT DE LA MISSIÓ and TORRE DE CANYAMEL GROUP will retain your personal data related to reservations for as long as necessary to fulfill the purposes described in this document. After the relationship between the customer and the hotel ends for any reason, personal data will be retained if there are any responsibilities arising between CONVENT DE LA MISSIÓ and the User and/or in compliance with other applicable legal frameworks or legislation requiring the retention of

such data. Personal data will be kept in a manner that allows the identification and exercise of the rights of the data subjects, and with the necessary technical, legal, and organizational measures to ensure the confidentiality and integrity of such data. Curriculum Vitae data: CONVENT DE LA MISSIÓ and TORRE DE CANYAMEL GROUP may retain your Curriculum Vitae for a maximum period of one year. At the end of this period, it will be automatically destroyed, in compliance with the data quality principle. Other data collected through any contact form with CONVENT DE LA MISSIÓ will be retained by CONVENT DE LA MISSIÓ and TORRE DE CANYAMEL GROUP for as long as necessary to fulfill the purposes described in this document. Management for human resources selection purposes.

**RECIPIENTS** The recipients of your personal data are as follows: State Security Forces and Bodies: The personal data of guests and customers provided to HOTEL CONVENT DE LA MISSIÓ SL during registration will be communicated to the State Security Forces and Bodies in compliance with the provisions of Organic Law 1/1992, of February 21, on the protection of citizen security, as amended by Organic Law 4/2015, of March 30, on the protection of citizen security. TORRE DE CANYAMEL GROUP, for the purpose of sending commercial communications and promotional offers about our services, information to enhance your future stay, as well as any other information related to hotel services offered by any of the Hotels that are part of TORRE DE CANYAMEL GROUP.

**DATA SOURCE** Personal data is obtained directly from interested individuals, our collaborators, and online booking platforms. The categories of personal data provided by our collaborators are as follows: Identification data: name, surname, address, nationality. Contact data: email address, phone number. Other data: data provided by the interested parties themselves regarding the reservation in open fields of the forms provided on these platforms.

**RIGHTS** Right of Access, Rectification, and Erasure: Data subjects have the right to obtain confirmation from HOTEL CONVENT DE LA MISSIÓ as to whether or not personal data concerning them is being processed. Data subjects have the right to access their personal data and request the rectification of inaccurate data or, where appropriate, request its erasure when, among other reasons, the data is no longer necessary for the purposes for which it was collected. Right to Restriction of Processing and Objection: Under certain circumstances, data subjects may request the restriction of the processing of their data, in which case we will only retain it for the exercise or defense of claims. Under certain circumstances and for reasons related to their particular situation, data subjects may object to the processing of their data. In such cases, HOTEL CONVENT DE LA MISSIÓ will cease processing the data, except for compelling legitimate reasons or the exercise or defense of possible claims. These rights can be exercised by sending an email to [hotel@conventdelamissio.com](mailto:hotel@conventdelamissio.com).

**UPDATES AND MODIFICATIONS** HOTEL CONVENT DE LA MISSIÓ reserves the right to modify and/or update the information on data protection when necessary for compliance with the Data Protection Regulation. If any modification occurs, the new text will be published on this page, where you can access the current policy. In each case, the relationship with users will be governed by the rules in force at the time of accessing the website.